

## **NH ENHANCED 9-1-1 (E-911) COMMISSION MEETING MINUTES**

**June 27, 2014**

The NH Enhanced 9-1-1 Commission (Commission) meeting was held at the N.H. Department of Safety, 33 Hazen Drive, Concord, NH.

### **Commission Members Present:**

Douglas Aiken, Chairman  
Kathryn Bailey  
David Caron  
Jonathan Goldman

Linda Hodgdon

Karen Mead

Cecily McNair  
Patrick Robinson

Paul Szoc  
Sandra Teti  
James Valiquet  
George Valliere, Vice Chairman  
Mark Violette  
William Wood, Secretary

NH Association of Fire Chiefs  
NH Public Utilities Commission (PUC)  
NH Municipal Association  
NH Emergency Dispatchers Association (NHEDA)  
NH Department of Administrative Services  
Senior VP of Operations, FairPoint Communications  
Public Member  
Mobile Telecommunications Carriers Industry  
NH Federation of Mutual Aid Districts  
Governor's Commission on Disability  
NH Association of Chiefs of Police  
NH Police Officer  
NH Telephone Association (NHTA)  
NH Division of Fire Standards and Training & EMS

**Commission Members Absent:**

John Barthelmes	Commissioner, Department of Safety (DOS)
Derek Martel	Professional Firefighters of NH
Kevin O'Brien	Chief of Policy & Planning, DOS
Earl Sweeney	Assistant Commissioner, DOS
Comcast	Vacant
NE Cable Telecommunications	Vacant
Craig Wiggin	NH Sheriff's Association

**Participants:**

Thomas Andross	Director of Communications, Grafton County Sheriff Department
Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications (NHDESC)
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services Budget Office
Elizabeth Bielecki	Director of Administration, DOS
Wanda Bowers	Public Information Representative, NHDESC
Robert Brown	Information Technology Manager V, NHDESC
John Chiaramonte III	Mission Critical Partners
Bruce Cheney, ENP	Director, NHDESC
Robert Christensen	Administration Manager, NHDESC
Peter DeNutte	Assistant Director, NHDESC
Sean Goodwin	GIS Administrator, NHDESC
Doug Hackett	Communications Coordinator, Town of Hanover
Kelly Hayward	Program Specialist I, NHDESC
Kyra Leonard	Administrator III, DOS
Philip Penny	Mission Critical Partners
David Rivers	Chief of Operations, NHDESC
Tim Scott	Database Administrator, NHDESC
John Stevens	Statewide Interoperability Coordinator, DOS
Michael Tersmette	Cassidian
Scott Wolfert	Service Manager E9-1-1, FairPoint Communications

Prior to the meeting, John Chiaramonte, Senior Program Manager from Mission Critical Partners, gave a 30 minute Next Generation 9-1-1 vendor presentation.

Chairman Aiken welcomed Patrick Robinson to the 9-1-1 Commission. Patrick will represent the Mobile Telecommunications Carrier Industry.

**1. Approval of the minutes from the February 21, 2014 NH Enhanced 9-1-1 Commission meeting.**

Chairman Aiken called for approval of the February 21, 2014 meeting minutes. Commissioner Violette motioned to accept the minutes and Commissioner Goldman seconded the motion. Unanimously approved by those present and voting.

**2. Old Business**

**3. Division Reports**

**3.A. Directors Report**

**3.B. Financial Report (Elizabeth Bielecki, Director of Administration, DOS)**

- ❖ Actual projected revenue fund balance is at 66%. We are watching this very closely because the projections we made a few years ago are not even close given additional expenses that have been added to the Division.

Chairman Aiken asked if this is because of delayed payments. Director Bielecki stated some of it is a timing issue but, we are facing the challenge of pre-paid wireless companies not paying the surcharge.

- ❖ Accounting unit 1393 Public Relations is under 75% expended.
- ❖ Accounting unit 1395 Bureau of Emergency Communications under 75% expended. The over-time budget is at 94% expended; we need to watch this account closely.
- ❖ Accounting unit 1396, Network and Contract expenses, are higher but we include the encumbrance for maintenance contracts.
- ❖ All accounting units' spending is in line with our expectations.

**3.C Report on Data Operations: (Timothy Scott, Database Administrator)**

1. Update on Mapping & Database activities

2. Update on Emergency Notification System (ENS) and number of participating communities and agencies
3. School Statewide Telephone Emergency Preparedness Project (S.T.E.P.)

**Tim Scott reported the following:**

- ❖ The telephone database contains approximately 858,000 records.
- ❖ Work continues on the “Back Office Bounce” Project.
- ❖ All workstations are being converted to the latest version of ESRI.
- ❖ The Database Section continues to work on the “Multi-Tenant” Project.
- ❖ The ENS currently has 108 communities that have signed up to participate in the system, 53 of which have requested direct access.
- ❖ The Bureau has received the digital certificate from FEMA to use IPAWS (Integrated Public Alert & Warning System)

Chairman Aiken asked Mr. Scott to explain IPAWS to the Commission.

- ❖ A brief discussion took place on what and how to use IPAWS.
- ❖ The School Statewide Telephony Emergency Preparedness Project (S.T.E.P.) was developed to provide schools with private phone systems to have a more accurate phone and address system to work with 9-1-1. To-date, we have worked with three school districts and the project is proceeding very smoothly.

Chairman Aiken stated in Mr. Scott’s S.T.E.P. report indicate there are elevator phones that auto dial to 9-1-1. The chairman thought we did not allow elevator phones to ring directly to 9-1-1.

- ❖ Mr. Scott said if there is a dial pad on the elevator phone, and it can call 9-1-1, it will ring at 9-1-1. It is up to the elevator vendor to send the line to their own 24/7 number. If they choose to send the elevator phone to 9-1-1, it must have the correct address location.

Chairman Aiken thought the whole idea behind avoiding non-auto-dial phones was if a power failure occurred, they could actually lose their 9-1-1 system.

Director Cheney said what is allowed is that if the elevator has a dial pad, it can automatically go to 9-1-1; but they must have an accurate address location.

Chairman Aiken stated his concern is the auto dial. In order to award an elevator certificate, you have to be able to pick-up the telephone and it must ring at a 24/7 location. If you allow all the elevators to automatically dial into the 9-1-1 Centers, you are putting the Centers at risk.

Asst. Director DeNutte advised it is stated in the rules when installing a phone in an elevator you must notify 9-1-1; but that does not always happen.

Chairman Aiken said when an elevator is inspected by the Department of Labor they should inform the installer that they can not have the elevator phone automatically dial to 9-1-1.

Vice-Chairman Valliere asked if we should write a letter to the Department of Labor.

Chairman Aiken was not aware auto dialing was still allowed but did agree if a keypad was available the public should be able to dial 9-1-1. He thought this issue was probably a legal one but that an elevator certificate should not be issued if the phone automatically dials to 9-1-1.

Commissioner Bailey asked Mr. Scott if all of the 140 “no record found” items were in our database.

- ❖ Mr. Scott stated he did not have a breakdown but will provide the information at the next Commission meeting.

**3.D. Report on Administration (Robert Christensen, Administration Manager)**

1. Administration Project Management tracking & reporting update
2. Public Education Outreach
3. Update on VOIP providers paying surcharge
4. Communication: internal and external
5. Kelly Hayward, Program Specialist I
6. Workforce Development / Career Development

**Robert Christensen reported the following:**

- ❖ Discussed Administration Project Management.
- ❖ Wanda Bowers has been doing a wonderful job on the public information / education.
- ❖ Wanda has reached out to the “Community Emergency Response Team”(CERT) Coordinator and will begin getting our 9-1-1 messages out to the CERT teams statewide.
- ❖ Following research and communication with providers listed as doing VoIP business in New Hampshire, we discovered we should be receiving revenue from 43 VoIP providers.
- ❖ In July, we will have an all-staff conference for the Division, in Laconia. Sean Goodwin will give a presentation on the Special Projects section.
- ❖ The Division newsletter will be coming out by August 15, 2014.

- ❖ Wanda and I continue to have conversations regarding use of social media for our Division. There is no immediate plan to utilize social media, given the many pitfalls.
- ❖ We will be working with Tim Scott and Sean Goodwin to develop tri-fold brochures on ENS and the NHVIEWW
- ❖ Kelly Hayward was promoted to Program Specialist I. She will be primarily working on the Administration Project Management system and Human Resources.
- ❖ Patty Magoon will be working on the Career / Workforce Development project.
- ❖ Congratulations to Nick Edraos, Kelly Hayward and Janine Norkiewicz, all of whom completed the Certified Public Managers program through the NH Bureau of Education and Training.

**3.E. Status on NH VIEWW (Sean Goodwin, GIS Administrator)**

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

**Sean Goodwin reported the following:**

- ❖ The school project continues to be maintained and enhanced.
- ❖ A set of the school project maps will be on display at the ESRI conference next month in San Diego CA.
- ❖ We continue to support the Department of Safety and other agencies with special event-related maps.
- ❖ The school project template has become a platform to rapidly support other public safety needs and other public gatherings.
- ❖ Special Projects has modernized the fire tower block and grid reference data in NHVIEWW.
- ❖ NHVIEWW has been migrated to the newest version with more enhancements.

Commissioner Wood asked how far along Special Projects was with the school safety project.

- ❖ Mr. Goodwin stated that as of January 1, 2014, all public schools were complete. The team will be working on private schools this year.

Chairman Aiken asked if NHVIEWW can be accessed via wireless and/or smartphones.

- ❖ Mr. Goodwin said they did have some successful testing using laptops and air cards have a VPN connection on the state network.

Chairman Aiken asked if the tests were 4G connections or could a lower speed connection be used?

- ❖ Mr. Goodwin said access could be gained with a slower speed, but performance was much better on 4G.

Director Cheney advised NHVIEWW has added a list of all the parolees and sex offenders in the state for law enforcement purpose. As NHVIEWW starts to grow and work more, it will be a really valuable tool for the public to use.

Commissioner Bailey asked if the parole officers knew how to access the list.

Director Cheney stated we are coordinating training.

#### **4. Bureau of Emergency Communications (9-1-1)**

##### **4. A. Report on PSAP Operations and Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)**

1. Update on PSAP operations
2. Agency Performance Reports
3. Call transfer trial period update
4. Physician Orders for Life-Sustaining Treatment (POLST)

##### **Emergency Medical Dispatch Compliance Statistics:**

- 99.20% Case Entry
- 99.08% Key Questions
- 98.34% Dispatch Life Support
- 97.03% Chief Complaint
- 97.49% Final Coding
- 98.43% Total Average
- 99.90% Customer Services

##### **Chief Rivers reported the following:**

- ❖ The “Physician Orders for Life-Sustaining Treatment” (POLST) legislation has passed the New Hampshire House and Senate.

Commissioner Violette asked what is the state government’s involvement regarding POLST.

Chief Rivers advised the state will manage the central registry for the “orders of life-sustaining treatment.”

A call transfer trial has been in place for fourteen months. Chief Rivers felt the trial has been very successful and asked the Commission to approve recommending to the Commissioner of Safety to make it a standard procedure.

Chairman Aiken entertained a motion to adopt the five-ring secondary call transfer standard as procedure and to end the trial and the reporting. Commissioner McNair motioned to accept the policy and Vice-Chairman Valliere seconded the motion. Unanimous approval by those present & voting.

- ❖ The PSAP's received reaccreditation from the National Academy on March 7, 2014.
- ❖ We received an e-mail from the Hampton Fire Department thanking us for our help in a cardiac-arrest save.
- ❖ Chief Rivers went to the Raymond, Wilton, Durham, and Temple Fire Departments to provide in-service training.
- ❖ Chief Rivers asked the Commission what information they want to receive when the Incident Management Vehicle (IMV) is deployed.

Director Cheney stated we are not going to notify anyone on SWAT calls. Dave Rivers, Sherry Baker, and Director Cheney will meet to discuss this matter further.

**4.B. Report on Next Generation 9-1-1 (NG911) (Robert Brown, Information Technology Manager V)**

1. Frame Relay Network to Carrier Over Ethernet
2. Next Generation 9-1-1
3. Potential solutions for receiving text messages from the public
4. List of letters sent out to wireless providers and responses to date

**Robert Brown reported the following:**

- ❖ The deployment for the frame relay network to the Carrier over Ethernet Network was very successful.

Commissioner Wood asked if there were any new sites added to the Carrier over Ethernet Network.

- ❖ Mr. Brown said the staff had shut all the frame relay sites down and replaced them with Carrier over Ethernet.

Commissioner Bailey asked what "sites" he was talking about.

- ❖ Mr. Brown explained that "sites" were all of the Dispatch Centers.



Commissioner Violette asked which company is supplying the Carrier Ethernet.

- ❖ Mr. Brown advised we are contracting with FairPoint.

Asst. Director DeNutte reported there was a statewide bid and FairPoint won the bid. FairPoint has an agreement with five independent phone companies.

- ❖ The Division received eleven responses to the Next Generation (NG9-1-1) RFI sent out in April. The RFP team has reviewed the responses and is working on getting the RFP out in mid to late August.

Asst. Director DeNutte said there are no national standards for NG9-1-1 at this time, only recommendations.

Commissioner Bailey asked what the RFP is going to include.

- ❖ Mr. Brown reported that the RFP is going to be for a new PSAP system. This new equipment will be NG9-1-1 compliant.

Commissioner McNair asked what the plan was to push out NG9-1-1 data into the Dispatch Centers.

- ❖ Mr. Brown advised they will include the Dispatch Centers in the RFP.
- ❖ The Division will be implementing a NG 9-1-1 solution for texting. Texting will be included in the RFP to achieve a more robust solution.

Commissioner Wood asked if a timeline had been established to start receiving text messages in the PSAP.

Asst. Director DeNutte stated once all the vendors are notified, they have six months to get texting completed.

Commissioner Goldman asked how texting would be handled at the Dispatch level.

Director Cheney indicated in the early stages, the Dispatch Centers will not be able to respond back to the text message; they will have to go through 911. One of the requirements in the RFP will be to allow the Dispatch agencies to have direct access to the text message.

- ❖ We have sent out letters to 26 wireless providers regarding texting. Eight providers are covered by Intrado, three providers do not provide texting, 15 providers have not responded to the letter. The three major providers are Intrado, T-Mobile and Verizon.

**4.C. Status on Senate Bills and House Bills (Bruce G. Cheney, Director ENP)**

1. Update on SB239 and HB1265
2. Sprint Spectrum Narrative E-9-1-1 Report
  - ❖ SB239 expands access to the statewide Emergency Notification System (ENS) and removes prior opt-in requirements. The bill was adopted by both legislative bodies.
  - ❖ HB1265 allows the Bureau of Emergency Communications to acquire and utilize information on broadband infrastructure in coordination with the New Hampshire Broadband Mapping and Planning Program for the purposes of the Enhanced 9-1-1 system. We negotiated with the committee that the federal government has requirements that prohibit using 9-1-1 surcharge funds for non-germane uses. The committee and the Bureau agreed to provide mapping data if DRED would sign a memo of understanding and a non-disclosure agreement. Our attorney notified us our statute prohibits the Bureau to give out the mapping data. Director Cheney and Asst. Commissioner Sweeney will be meeting with the attorney to discuss this agreement through rulemaking.
  - ❖ More discussion on HB1265.
  - ❖ The Department of Revenue Administration (DRA) audited Sprint Spectrum and all surcharge requirements are being met.

**5. Communication Maintenance Bureau**

**5.A. Communication Maintenance (Bruce G. Cheney, Director ENP)**

1. Update on State Police Communications Maintenance
  - ❖ The Communication Maintenance budget for the end of year is in the black.
  - ❖ Robert Christensen stated he and Capt. Haynes will be meeting once a month on the budget to make sure we have no surprises.

Chairman Aiken advised the FCC is cracking down on how 9-1-1 funds are being used. His concern is that we need to make sure funds are being used correctly.

- ❖ Director Cheney informed the Commission that the Legislative Budget Assistant Office (LBA) is currently performing an interoperability audit.

Vice Chairman Valliare thought the big concern is what will happen down the road once the audits are complete. Money earmarked for NG 9-1-1 could be at risk.

**6. Bureau of Telecommunication**

6.A. Report on Statewide Telecommunication Bureau (Kevin Connor, Administrator IV)

1. Status of the statewide VoIP project  
Written report was given.

**7. Standalone Number and Designating the Secondary Dispatch Center Work Group Report (Commissioner Kate Bailey)**

7.A. Status on the standalone numbers and designation of the secondary dispatch center

Chairman Aiken thanked Commissioner Bailey and the committee members who worked on this project.

- ❖ Commissioner Bailey advised the purpose of the analysis was to determine whether towns should be required to maintain a FairPoint or other incumbent telephone company back-up phone (town designated phone) in the event communications are isolated and calls cannot be delivered to the PSAP's.
- ❖ The subcommittee concluded the phone carriers should provide a fast-busy signal when the network can not get a call to 9-1-1 rather than to rely on the towns standalone phones which may or may not be maintained.

Chairman Aiken asked why we were investigating maintenance or lack of maintenance of town standalone phones when the past technology no longer works. There are going to be periods when 9-1-1 can not be reached. The public should be aware of this situation and have an alternate plan in place.

Commissioner Wood said the fast-busy signal would be the alternative to "dead air" in this situation, as most people understand a fast busy signal means a telephone network problem.

Robert Brown stated the Work Group felt it was best to go to a fast-busy signal instead of a phone ringing with no answer. At least a fast-busy signal would indicate a problem.

Chairman Aiken asked Director Cheney if we should notify communities who maintain a secondary phone to not bother with it anymore.

Director Cheney indicated we should notify them the policy is no longer required. Chairman Aiken agreed with the recommendation.

Chairman Aiken asked Director Cheney if the Commission voted to adopt this recommendation what the next step should be.

Director Cheney said we would notify the jurisdictions of the new policy.

Chairman Aiken said the jurisdictions can not create a busy signal. Do we just notify them of our actions and give them the background, asking them to contact the carriers to get this completed?

Director Cheney confirmed.

Vice-Chairman Valliere asked if there would be any education for those who may not totally understand the concept.

Commissioner Bailey thought Wanda Bowers could add the information to her presentations. The message: If you receive a fast-busy signal that means it is a network outage. The occurrence is expected to be extremely rare.

Commissioner Bailey asked if staff ever figured out how many times we went to standalone?

Tim Scott said he was not able to pull the information together.

Doug Hackett, speaking as a representative from Hanover Dispatch, advised the Commission they had gone into standalone three times in the last year. Grafton, Canaan, and Enfield all had outages and they could not locate the phone. It just kept ringing until they found the telephone jack.

Commissioner Bailey confirmed that a fast-busy signal would be better than a phone just ringing and no answer.

Doug Hackett said, "Yes much better."

Chairman Aiken entertained a motion to adopt that calls which cannot be delivered to the PSAP receive a fast-busy indication alerting callers to seek an alternative method for obtaining assistance. Commissioner McNair motioned to accept the policy and Commissioner Goldman seconded the motion. Approved by those present and voting, with one abstention from Commissioner Mead.

Commissioner Bailey asked how we know who the secondary Dispatch Centers are for each town. Commission reviewed the 9-1-1 Rules and the RSA's. It did not appear there were any existing rules which state the town has to designate secondary Dispatch Centers. Currently, the Bureau contacts the towns and asks who their secondary Dispatch Centers are. Dispatch is contracted between the towns and the primary Dispatch Center. The Work Group believes it is the responsibility of the primary Dispatch Center to determine their back-up plan. The recommendation going forward is for the Bureau to verify only primary dispatch agencies for police,

fire and EMS with municipalities. The Bureau should receive from each Dispatch Center the back-up secondary dispatch plan for each town.

Chairman Aiken advised that National Emergency Number Association (NENA) recommends all Dispatch Centers have secondary locations. Chairman Aiken believes the Dispatch Centers should be providing secondary Dispatch Center assignments to the Bureau. He supported the recommendation because good practice of a Communication Center is to have an alternate back-up plan. Asst. Director DeNutte said the Attorney General recommended we have the town's appointing authority sign the letters for liability purposes, as that is how it originated.

Chairman Aiken entertained a motion to adopt that the Bureau verifies with municipalities only primary dispatch agencies for police, fire and EMS. The Bureau should inquire from each Dispatch Center its back-up for each town. Vice-Chairman Valliere motioned to accept the policy and Commissioner Mead seconded the motion. Unanimously approved by those present and voting.

#### **8. Report on Statewide Interoperability (John T. Stevens, Statewide Interoperability Coordinator)**

##### **8.A. Report on Statewide Interoperability**

1. FirstNet
2. The Public Safety Advisory Committee
3. State Outreach

##### **John Stevens reported the following:**

- ❖ Mr. Stevens started with the Department of Safety in November 2013. He retired from the NH State Police, worked in Washington, D.C. as a contractor for Homeland Security.
- ❖ As the Interoperability Coordinator for New Hampshire, his plan is to move the interoperability opportunity in a forward direction so that we are all moving together.
- ❖ The first opportunity was to establish how interoperability would move forward regarding all first responders in the state. The Statewide Executive Interoperability Committee has been formed. This committee is a partnership with first responders and the private sector throughout New Hampshire. The committee will have its first meeting on July 24, 2014.
- ❖ In March, he hosted a broadband 101 training; the turnout was good.
- ❖ Mr. Stevens has established an outreach program to get out into the communities to talk with organizations regarding interoperability.

- ❖ FirstNet developed a national broadband wireless network specifically designed for public safety. That system will be voice, data and video streaming. As FirstNet grows, New Hampshire can grow with it.
- ❖ FirstNet will have a consultation with individual states in the next several months.
- ❖ Mr. Stevens thanked the Commission for their time and looked forward to participating in future meetings.

Chairman Aiken thanked John Steven for attending. On behalf of the Enhanced 9-1-1 Commission, he said he supports Mr. Steven's efforts and is excited to have him on-board.

## **9. Contractor's Report (Scott Wolfert, FairPoint Communications)**

### **9.A. FairPoint Network**

#### **1. Report on Network**

#### **Scott Wolfert reported the following:**

- ❖ The Bristol switch lost dial tone, effecting 3,332 access lines. A power issue caused a failure in the switch. This was resolved by replacing power packs and switch modules.
- ❖ Work was performed to repair trouble on the Atkinson switch, loss of dial tone affected 426 access lines. It was resolved in 10 to 15 minutes.
- ❖ An isolation in the Canaan switch affected 1,978 customers. The Concord PSAP reported the emergency standalone phone number was not working and all test calls were going to a fast-busy signal. A technician was sent out to fix the standalone issue. The cause of the outage was a car hitting a pole and FairPoint had a fiber break. The accident happened at 2:20PM. Because of the police investigation, the issue was not resolved until 1:19AM.
- ❖ Mr. Scott stated Commissioner Bailey asked a question at the last meeting on the 9-1-1 liability report sent out by the FCC. There was a brief discussion on this issue.
- ❖ The Bureau requested that FairPoint notify them of any other existing carriers currently connected to the 9-1-1 network via anything other than SS7 trunks. Scott Wolfert, Robert Brown, and Asst. Director DeNutte will have a meeting regarding this item and will report out at the next Commission meeting.

**Chairman Aiken called for a motion to adjourn at 2:50 P.M. Commissioner Bailey motioned to adjourn the meeting and the motion was seconded by Commissioner Valiquet. Unanimously passed by those present and voting.**

**Next Commission meeting planned for September. The date, time, and location to be determined.**

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William Wood, Secretary  
Enhanced 9-1-1 Commission

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